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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 14 October 2015 - St Ives Business Centre**  **In attendance:-** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Pamela Pickles (PP)  Chris Nolan (CN)  Sarfraz Ali (SA)  Mavis Williams (MW)  Yasmin Feroze (YF)  Janet Harbord (JH)  Harri Pickles (HP) | **ELMS Staff Present**  Ros Wilding - Minute Taker (RW)  **Guest Speaker**  Brenda Re - ELMS Clinical Navigation Hub Team Leader | |
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| **Welcome** | |  |
| RMc opened the meeting at 19:00 and extended a warm welcome to those present and introduced tonight’s guest speaker Brenda Re who is the Team Leader for the ELMS Clinical Navigation Hub. | | |
| **Apologies** | |  |
| Glenda Feeney  Shirley Corbally | | |
| **ELMS Navigation Hub Presentation: Brenda Re** | |  |
| * Brenda gave a presentation of the ELMS Clinical Navigation Hub and the Directory of Services (DOS) to the group   (see below) followed by a Q & A session.    ***Questions & Answers***  **Q:**  RMc asked who funds this service.  **A:** Brenda replied that both BwD and EL CCg’s have committed funding for 18-months for the service and for performance reporting and the service has exceeded expectations to-date. Cross co-operation between other services, whilst a success has at times been difficult with some of the community services questioning why the patient’s GP’s don’t telephone their particular service direct.  **Q:** HP asked if the service covers Pendle and Burnley.  **A:** Brenda confirmed it does although CN commented that Mellor comes under Central Lancs for social care but BwD  for healthcare.  **Q:** PP asked if ELMS would have to bid to retain the contract in the future.  **A:** RMc confirmed that ELMS would have to bid and this would be done by Michael O’Connor, ELMS Business and Performance Manager.  **Q:** CN asked Brenda if the service receives referrals from Airedale General Hospital.  **A:** Brenda confirmed that we don’t at present. RMc said if a patient’s GP is within the BwD/EL CCG area then we could but as Airedale has the Telemed Service, they probably wouldn’t use our Navigational Hub. CN offered to forward contact names to Brenda for the future.  No further questions were put forward. On behalf of the PVG, RMc thanked Brenda for her time and contribution to the meeting.  A short comfort break took place prior to the Agenda re-introduced at 19:30.   |  |  | | --- | --- | | **Minutes of Last Meeting / Conflict of Interests / Matters Arising** |  |  * Minutes of the last meeting   Held on the 12 August 2015 - proposed by RMc and seconded by YF as a true and accurate record of what had transpired.   * Conflict of Interests   None declared.  Matters arising   * RMc attended a Care.data meeting yesterday and it has come as no surprise to him that Jeremy Hunt announced on the   22 September 2016 that he has concerns surrounding Care.data as does Dame Fiona Caldicott whose concerns surround data being sold on. BwD have decided to delay sending letters out to patients until at least the end of January 2016.   |  |  | | --- | --- | | **Chair Report - Russ Mclean** |  |      * RMc offered his and the PVG’s condolences to Mr Pickles following the sad news of his wife Barbara’s death and stated that he and staff from ELMS would have attended the funeral had they known. Mr Pickles thanked RMc for his kind words and informed the group that the funeral had raised between £12-1300.00 for Pendleside Hospice. * RMc also announced that sadly Anne Ray has resigned from the PVG due to her failing health and will write to Anne to thank her for her previous support and commitment to the group. RMc will actively look for a further 2/3 new members in the New Year and will start with the current list of e-members. **Action: RMc** | | |
| |  |  | | --- | --- | | **Complaints** |  |  * The HSCIC (Health & Social Information Centre) have changed the guidance on complaints to include partially upheld reviews and this has now been implemented in to the complaints review process by RMc. * RMc thanked RW for the way in which she has re-arranged all of the complaints paperwork in to chronological order and tagged it together which has made reviewing the folders much easier and speedier as he now reviews all complaints and not just a random selection.   ***Complaints Sub-Committee Reviews***   * 1015: patient slipped outside a shop hurting her right ankle and claiming damages via a solicitor. However, consultation information obtained via her solicitor does not tally with what happened and will be a problem in pursuit of her claim for damages against a local business. The clinical notes stated the injury was to the patient’s left ankle in error. Reviewed by   ELMS clinical lead, Dr IK but patient unhappy with response so follow up phone calls took place. It was agreed by the complaints sub-committee that the case is not upheld.   * 1031: Mum took child for meds review but concerned that there was no eye contact and that the GP didn’t examine the child. Case has been reviewed and as the complaint is against the GP’s attitude and that the GP couldn’t remember speaking to or not speaking to mum or the child. There have been previous complaints regarding the GP’s attitude so the sub-committee were not comfortable in making a decision without more information. * 1034: Path lab results received but OOH unable to make contact with the patient so OOH GP visited at 4am but hadn’t any ID with him. Whilst it was accepted that the ELMS car was outside with Doctor and ELMS identification displayed, the sub-committee felt that the Doctors should have clear identification with them especially with visiting the elderly, vulnerable and patients who live alone. It was agreed by the sub-committee that the case is upheld.  |  |  | | --- | --- | | **ELMS Performance** |  |  * RMc reported that there is an increased influx of calls to the services. It was extremely busier than usual last weekend due to the Adastra system going down nationally which affected all service users including 111. RMc offered his heartfelt thanks to ELMS Chief Executive Diane Ridgway and her staff who were involved over the weekend. They rose to the challenge and went above and beyond to ensure that East Lancs patients were seen by the out of hours service with the minimum amount of disruption.  |  |  | | --- | --- | | **ELMS Q/A** |  |  * It has become apparent to RMc that some of the members are unclear as to what ELMS actually do. Therefore, RMc provided a presentation (see below). Following which SA confirmed he now has a clearer understanding of what ELMS is about. CN stated that some PPG’s in East Lancs don’t appear to be very proactive and are formed just to tick boxes.      |  | | --- | | **Any Other Business** |  * The time of the next meeting on Wednesday 16 December 2015 has been changed to the evening to allow those members who work during the day to attend. The Complaints Sub-Committee will meet earlier at 6pm with a Christmas buffet at 6:30pm prior to the meeting starting at 7pm. RW will contact all members for confirmation of attendance for catering   purposes nearer the time. **Action: RW**   * CN feels that 111 put additional pressures on to NWAS with the number of ambulances despatched - he is concerned that the more rural areas of East Lancs are suffering as a result. RW to extend an invitation to 111 for the next meeting to discuss this further. **Action: RW**  |  |  | | --- | --- | | **General Information** |  |   The Patient Voice Group also has their own Website and email address. ELMS website can be accessed here:  <http://www.elms-nfp.co.uk/>,  The Patient Voice Group can be accessed here: <http://www.elpvg.info/> and the Patient Voice Group email address is: [Patient@ELPVG.info](mailto:Patient@ELPVG.info).  Members are reminded that they can submit items for the Agenda up until 1-week before the next meeting date and that they should email these to the above address. Apologies can be given by email to the same address or by leaving a message 24hrs on  01254 752130 or by telephoning Ros Wilding on 01254 752100 between 8-4pm or by email to ros.wilding@nhs.net | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 16 December 2015 – please note revised times**  **Complaints Sub-Committee Members to meet at 18:00**  **Festive Christmas Buffet to start at 18:30**  **Meeting to start at 19:00**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG** | | |

**SUB-NOTE:**

Immediately following the meeting but unfortunately after the attending members had left, Janet Harbord handed a letter of resignation to RMc. Janet has indicated she will leave at the end of the year. RMc hopes that Janet will attend the next meeting so that everyone can wish her well in the future. **Action: RMc to write to Janet**